
MERVYN KEMP LIBRARY ANNUAL REPORT 2005/06

1. Purpose of Report

To provide the Tawa Community Board with an update on business volumes and activities at Mervyn Kemp Library for the 2005/06 financial year.

2. Executive Summary

Mervyn Kemp Library offers library circulation, information, outreach, class visits, preschool story times, holiday programmes, BookBusters 728 club and service centre work plus a small amount of Building Consents and Licensing Services (BCLS).

This year the library hosted the Tawa Historical Society launch of their book titled The Streets of Tawa.

Statistically, issues, visitor numbers and new borrowers have shown a decrease at the library while class visit statistics were reasonably stable this year.

Highlights for this last year have been events for children celebrating race relations week, Narnia, Harry Potter, Thomas the Tank Engine, and having a profile at Tawa's Street Fair. One of the challenges was taking on a small role for BCLS after closing of their Cambridge Street office in March. As was expected, the demand declined within a few weeks after an initial flurry of activity. Another highlight was providing customers with more self help options by placing the reserves out in the public area. The comments from customers and staff have been positive.

3. Recommendations

It is recommended that the Tawa Community Board:

- 1. Receive the information.*

4. Mervyn Kemp Library

Business Volumes

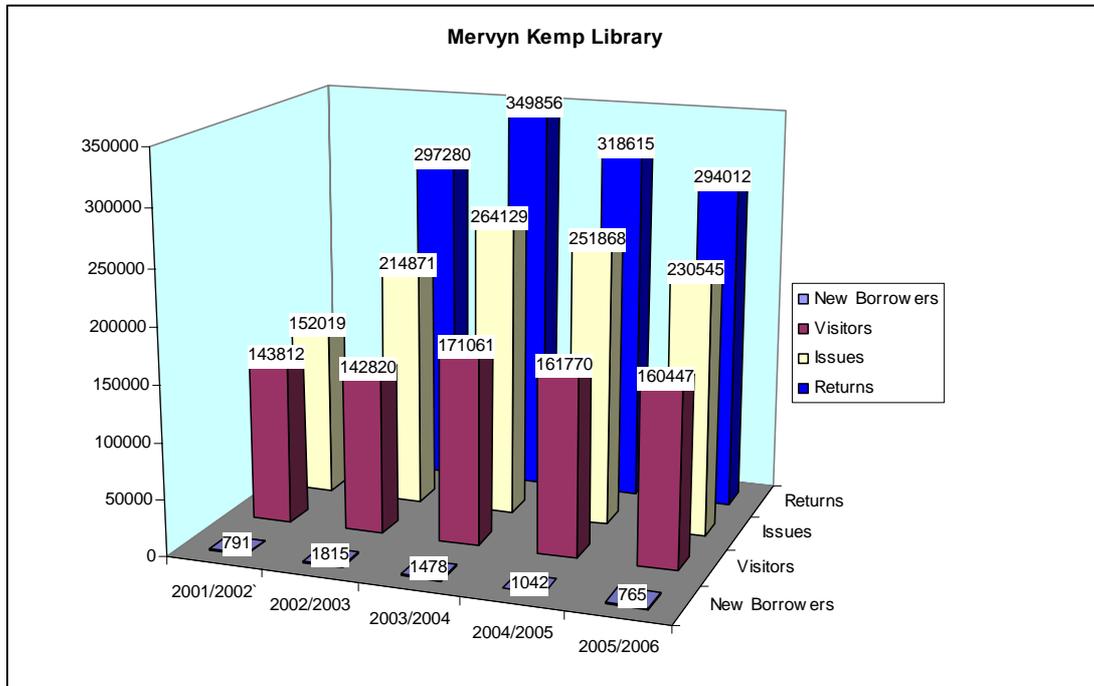


Table 1: Comparison of new borrower, visitor, issues and return statistics over the last five years

The new extended library is coming up to its fourth birthday in November and after three hectic years our issue and return statistics, visitor numbers and new registrations have settled at a level lower than the initial growth but higher than before the extensions. This trend was consistent with other extended libraries which have had big increases in the first two or three years then have settled at a level that is higher than previously. The only exception was the new borrower statistics which show a slightly lower figure for the last five years.

When Mervyn Kemp Library reopened in the extended premises it was the only branch library open on Saturday afternoon and the only one to provide a DVD collection for borrowing. The decrease in issue figures in the last couple of years can be tracked back to Johnsonville library opening Saturday afternoon and the introduction of a DVD collection to all sites.

Visitor statistics are high as the library is a much more accommodating place to visit with customers spending time reading in the library, meeting friends and generally enjoying the ambience of the building. After school the library buzzes with students using the computers, studying and choosing material.

Team Members at Mervyn Kemp Library

Team Leader – Rose Barker

Coaches – Laraine Shepherd and Brigid Brammer

Customer Service and Service Centre – Christine Pettett, Wendy Jacobs, Jacqui Youle, Shelley Prowse, Brigid Sharp, Pru Shaw, Louise Wareham, Julie Kerr, Sam McGuire, Mary MacDonald, Talitha Tharmatheva,

Collection Maintenance – Clare Andrewartha, Thomas Wareham

New Services

There are two changes at the library this year. Reserved items awaiting collection are now located in the public area of the library so borrowers can collect their own reserves and either go to the desk to have them issued or use the self issue machine.

With the closure of BCLS in the ‘old’ Tawa Service Centre, the Library agreed to provide a limited service printing plans and answering basic queries. The Library also provided space for BCLS to hold clinics twice a week. The first week was very busy with enquiries for plans, however the number of requests for plans has reduced with only a few each week. The team also take bookings for Dave Nolan or they can provide a telephone number for the public to book for themselves. A computer is set up in the public area of the library for these clinics.

Keys to the Linden Community Centre and some Wellington Parks can be booked through the library and keys collected and returned to the library.

Promotional Events

The library was invited to have a stand at Tawa College Careers Evening at in May. Wendy and Sam attended promoting the library and the library profession. They provided information about library services and access to library information on the website. This would be the third year the library has participated in this event, with this one being the most successful with many more enquiries for information.

The Tawa Historical Society launched their book titled *The Streets of Tawa* in the library one Thursday evening with Mayor Kerry Prendergast officiating. The book is available for purchase through the library.

Later in the year Brigid Sharp and Laraine had two very successful outreach sessions with SPELD parents and teachers. Brigid and Laraine explained services available for this niche group of customers. They also brought examples of books and website information suitable for the group.

Wendy’s initiative to sell withdrawn items outside the library at the Tawa Market Day was very successful.

Children’s Book Club

Book Busters 7-8 club provides seven to eight year olds an opportunity to discuss interesting books they have read and to encourage this age group to read. The club has maintained a stable base of twenty children attending each month in the three years it

has been running. It is proving very popular and fun for the children who receive certificates for their achievements.



New BookBusters holding up their registration packs.

The team also provides exciting holiday programmes and activities for special promotions like Race Relation Week. The picture below shows the work of the children.



The library holds pre-school story times twice weekly with Beanstalk and Best Beginnings attending regularly as well as individual attendees. St. Francis Xavier, Hampton Hill, Tawa Intermediate and Tawa Primary Schools visit the library for class visit talks.

Maintenance

Graffiti has been an issue this year. The problems with the roof leaking have been solved by repairing the guttering fabric and having the gutters cleaned out of Norfolk Pine leaves every two months. The automatic doors have been an ongoing problem resulting in the controllers of both the doors being replaced. This required work to be carried out on the doors with ladders blocking the entranceway. The contractors started work at 7.30 am to get as much of the work completed as possible before the library opened to lessen the impact on customers.

Data line upgrade

The old Tawa Service Centre (Cambridge Street) is the Council Civil Emergency site for information in the case of a city failure. Consequently as part of this project the data line has been increased from 2mg to 100mg to cope with the amount of data required to restore the whole of the Council business. As the Mervyn Kemp library also shares the data line, this has improved the speed at the library.

Professional Development

Wendy completed her level 5 Diploma in Library Studies.

Rose Barker and Sam McGuire attended the LIANZA Conference in Christchurch. Rose presented two papers at the conference with other members of the network-wide children's team. Sam was asked to facilitate one of the sessions (this was Sam's first conference). Sam rewrote the College Promotions presentation for the library network which was used as part of the conference paper.

Rose attended the American Public Library Conference in Boston USA in March. This is the biggest public library conference in the world with almost 12,000 delegates attending. It was a stimulating conference with a great deal of information being available and many public librarians to share ideas with. It was very reassuring to note that Wellington City Libraries is up there with the American libraries. Rose stopped off in Seattle on the way and spent time in the Seattle Public Library discussing library services and issues with the Managers there. Seattle Public Library is known for its stunning building, and its innovative and modern library.

Rose worked with Gael Hunn of BCLS on providing informational services previously carried out by the Tawa Service Centre. The library provides a space to hold 'clinics' twice weekly for customers requesting consents information. The Tawa staff also provide plan information for customers. The move into the library was overseen by Gael who spent time with staff teaching them the various tasks they needed to know. Initially there was a great demand for plan information; however this has now declined to a manageable amount each week.

Contact Officer: *Rose Barker Team Leader North Cluster*

Supporting Information

1) Strategic Fit / Strategic Outcome

Example: The report supports Council's overall vision of Creative Wellington – Innovation Capital. The report also supports Council activities that offer excellent access to a sound social infrastructure that supports high levels of social cohesion (see outcome 6.4 Better connected).

2) LTCCP/Annual Plan reference and long term financial impact

N/A

3) Treaty of Waitangi considerations

N/A

4) Decision-Making

N/A

5) Consultation

a) General Consultation

N/A

b) Consultation with Maori

N/A

6) Legal Implications

N/A

7) Consistency with existing policy

N/A